

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

December 9, 2013  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:40 – 9:45	Clinical Quality Improvement ➤ OMD Report	C. Eisen
IV	9:45 – 9:50	Cultural Competency Updates	S. Chang Ptasinski
V	9:50 – 9:55	PRO	M. Hernandez
VI	9:55 – 10:05	Policy Update – Office of Compliance	C. Pham
VII	10:05 – 10:20	Network of Care Directory	V. Joshi
VIII	10:20 – 10:30	Consumer Surveys Language Interpreter Line	N. Kasarabada V. Joshi
IX	10:30	Announcements:	

Next Meeting  
January 13, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	December 9, 2013	
Place	550 S. Vermont Ave., 2 <sup>nd</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D.			
Members Present	Alyssa Bray; Ann Lee; Anahid Assatourian; Ana Ma; April Baker; Bertrand Levesque; Carol Eisen; Cindy Pham; Debi Berzon-Leitelt; Debra Mahoney; Elizabeth Gildemontes; Elizabeth Owens; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Kumar Menon; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Michele Munde; Michelle Rittel; Misty Aronoff; Monika Johnson; Monique Gooding; Naga Kasarabada; Rhiannon DeCarlo; Rosemary Tong; Sandra Chang-Ptasinski; Sherry Trujillo; Timothy Beyer; Vandana Joshi			
Excused/Absent Members	Alan Lert; Angela Kahn; Barbara Paradise; Emilia Ramos; Kari Thompson; Michael Tredinnick;			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m. Dr. Kasarabada introduced Dr. Karen Lee from the Office of the Medical Director. Marylouise Barrosniska from Field Response Operation (FRO), Quality Assurance (QA) coordinator was also introduced.		Introductions were made.	N. Kasarabada
Review of Minutes	The November minutes were reviewed.		Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> ACCESS Center Referral Surveys were collected and delivered to Mary Crosby. Currently working on the pilot project started in October.	Next meeting: TBA	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> Information from previous Dept. QIC meeting was disseminated. PRO field notebook and QI 101 notebook were presented to QI members.	Next meeting: January 16, 2014. A reminder email was sent to providers regarding the ACCESS Center Referral Surveys.	K. Salvaggio
	<b>SA 2 Children:</b> Dark in December. ACCESS Center Referral Surveys were given to Mary Crosby from PSB-QID.	Next meeting: February 20, 2014.	M. Rittel
	<b>SA 3:</b> Information from the previous Dept. QIC meeting was disseminated. Auditor Controller Officer presented on Common Findings in MH documentation.	Next meeting: December 18, 2013.	B. Levesque
	<b>SA 4:</b> November meeting was cancelled. Materials from previous QI meeting was disseminated via email to SA QI members.	Next meeting: December 17, 2013.	A. Bray
	<b>SA 5:</b> Information from the previous Dept. QIC meeting was disseminated. Members discussed contents of QI/QA. ACCESS Center Referral Surveys were received. NOA's was also discussed.	Next meeting: January 7, 2014.	M. Johnson
	<b>SA 6:</b> Information from the previous Dept. QIC meeting was disseminated. Aprill Baker is the new Chairperson for SA 6 QI. Staci Atkins is no longer the Chair person.	Next meeting: January 23 <sup>rd</sup> , 2014.	M. Gooding

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports</b>	<p><b>SA 7:</b> Members discussed QI Work Plan Status Report. ACCESS Center Referral Surveys are collected and will be delivered to Dr. Beyer. NOA's was also discussed.</p> <p><b>SA 8:</b> Members reviewed and discussed QI/QA documents from previous meeting. Several ACCESS Referral surveys were collected. Application for a co-chair will be available by the end of this month.</p>	<p>Next meeting: December 10, 2013.</p> <p>Next meeting: January 15, 2014.</p>	<p>L. Ayala</p> <p>A. Lee</p>
<b>Countywide Children's</b>	<p>Mr. Hernandez from PRO presented on Grievance materials, NOA's and Request for Change of Provider, and Beneficiary forms. Ms. O'Donnell reported on the new Scheduling Clinical Appointments and Associated Documentation Policy.</p>	<p>Next meeting: February 20, 2014.</p>	<p>D. Mahony</p>
<b>Clinical Issues OMD</b>	<p>Currently working on revising the Department Parameters 3.1 and 3.8 related to the use of psychotropic medications. Policy 109.01 related to Research Review has been revised.</p>	<p>Parameters are available online on the DMH website.</p>	<p>C. Eisen</p>
<b>Cultural Competency Committee</b>	<p>An annual retreat will be held on December 11, 2013. 695 S. Vermont Ave., 15<sup>th</sup> Floor at 1:30 – 3:30 pm., Workgroups will be discussing Health Care Reform, Three Year MHSA Plan, and Dr. Southard's Vision for Cultural Competency. Results for the new co-chair will be provided by the committee members.</p>	<p>Next meeting: December 11, 2013.</p>	<p>S. Chang Ptasinski</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p><b>Patients' Rights Office (PRO)</b></p> <p><b>Policy Update – Office of Compliance</b></p> <p><b>Network of Care</b></p>	<p>All Patients' Rights Office forms should be requested by calling Patient's Rights Office. NOA – A forms have been updated in English and Spanish, CD's of beneficiary materials are available for hearing and visually impaired.</p> <p>Ms. Pham from Compliance Office provided an update on policies and reviewed the handout.</p> <p>The Network of Care (NOC) site has the Service Area provider directory information. Providers can access the information and send any updates on the website. Updates will be routed to the DMH Provider Directory mailbox and be verifying with the Service Area staff and DMH QI Liaisons before implementing the update.</p>	<p>Please contact Carol Lewis at (213) 738-2524 to order forms.</p> <p>Any requested changes will be presented to Ms. Judith Weigand, from Compliance Office.</p> <p>DMH QI/Data staff will verify the updates with SA QI Liaisons and send it back to NOC for posting.</p> <p>V. Joshi to send the link for the NOC site to QIC Chairs.</p>	<p>M. Hernandez</p> <p>C. Pham</p> <p>V. Joshi K. Menon</p>
<b>Announcements:</b>	<b>None</b>		
<b>Handouts:</b>	➤ Policy Updates		
<b>Next Meeting:</b>	January 13, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.